



The State Youth Council meets as part of the State Council on a quarterly basis. The next meeting will be in April, 2006.

Contact Information

If you have suggestions or comments for the newsletter, please contact Julie Lay at jlay@utah.gov. If you have questions regarding the State Youth Council, please contact Jane Broadhead at jbroadh@utah.gov or go to our Web page at jobs.utah.gov and select State Council/State Youth Council.

If you have questions regarding youth services or youth programs, please contact the Youth Specialist in your area:

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It's About YOUTH

Newsletter of the Utah State Youth Council on Workforce Services • January 2006

Chair's Message

I am pleased to serve as the chair of the State Youth Council. The WIA Youth program provides a critical service to youth in need and I have been fortunate over this past year and a half to become involved with Workforce Services, Human Services, WIA youth providers and youth through the Transition to Adult Living initiative. Much progress has been made in improving services to youth, but more needs to be done. I believe the State Youth Council can play a critical role in helping to improve the outcomes for youth in need and hearing the many success stories of many individual youth encourages me. That success not only comes because of the support that both the private and public sector can give, but because of the youth themselves. It is the reason one of my goals as chair is to increase the voice of youth through encouraging their participation on the State and Youth councils. I am also anxious to hear from State Youth Council members on what goals they would like to set for the next year.

Welcome to new State Youth Council members; Melissa Freigang with Clearfield Job Corps, Richard Walker with Department of Community and Culture and Travis Cook with the State Office of Education. Richard's portfolio includes working on housing issues and he has been actively involved in helping youth transitioning from foster care to obtain housing in the community. Travis is responsible for the youth in custody education program. I look forward to working with Melissa who can add perspective from Job Corps and all the other council members. State Youth Council members bring a wide representation of expertise and experience to the council, from employers to service organizations. I would also like to acknowledge Jan Zogmaister for her dedication and support to youth in need. Thank you Jan for your years of commitment. I am honored to follow in your footsteps as chair.

Marie Christman



What's New:

- 2 **WIA Outcome Results**
- 3 **SPOTLIGHT Central Region**
- 7 **Region Updates**
- 11 **Helping Teens With Stress**
- 12 **Contact Information**



Utah's WIA Youth Performance

Outcome Results

By Jane Broadhead

The WIA Annual Report, delivered to the Department of Labor in October 2005, showed a youth program that tallied admirable results. Congratulations goes to the WIA youth contract providers and the DWS providers that deliver excellent services to Utah's high-risk youth.

The essence of WIA youth programs is to help with academic improvement for in-school youth, and with preparation for post-secondary education and employment for all eligible youth.

The WIA annual report informs the United States Congress how we are doing. There are seven performance

measures that gauge our success—four for older youth and three for younger youth. (Older youth are those who enter the program between 19 and 21 years of age, younger youth are those who enter the program between 14 and 18 years of age.) The table below reflects state-wide performance outcome achievement for program year 2004:

Utah met or exceeded the outcome expectation in six of seven measures. Congratulations to all the workers involved in achieving this high level of success.

	Expected Level	Level Achieved	Difference
Older Youth			
• Entered Employment	75%	80%	5%
• Employment Retention	81%	81.7%	0.7%
• Earnings Change	2,700.00	3,513.00	813.00
• Credential Attainment	60%	68.2%	8.2%
Younger Youth			
• Skill Attainment	89%	74.8%	-14.2%
• High School Diploma/ GED Attainment	61%	67.9%	6.9%
• Retention	67%	74.4%	7.4%

Helping Teens With **STRESS**



Teenagers, like adults, may experience stress everyday. Most teens experience more stress when they perceive a situation as dangerous, difficult, or painful and they do not have the resources to cope. Some sources of stress for teens might include:

- school demands and frustrations
- negative thoughts and feelings about themselves
- changes in their bodies
- problems with friends
- unsafe living environment/neighborhood
- separation or divorce of parents
- chronic illness or severe problems in the family
- death of a loved one
- moving or changing schools
- taking on too many activities or having too high expectations
- family financial problems

Some teens become overloaded with stress. When it happens, inadequately managed stress can lead to anxiety, withdrawal, aggression, physical illness, or poor coping skills such as drug and/or alcohol use.

When we perceive a situation as difficult or painful, changes occur in our minds and bodies to prepare us to respond to danger. This "fight, flight, or freeze" response includes faster heart and breathing rate, increased blood to muscles of arms and legs, cold or clammy hands and feet, upset stomach and/or a sense of dread.

The same mechanism that turns on the stress response can turn it off. As soon as we decide that a situation is no longer dangerous, changes can occur in our minds and bodies to help us relax and calm down. This "relaxation response" includes decreased heart and breath-

ing rate and a sense of well being.

Teens can decrease stress with the following behaviors and techniques:

- Exercise and eat regularly
- Avoid excess caffeine intake which can increase feelings of anxiety
- Avoid illegal drugs, alcohol and tobacco
- Learn relaxation exercises
- Develop assertiveness training skills. For example, state feelings in polite firm and not overly aggressive or passive ways: ("I feel angry when you yell at me" "Please stop yelling.")
- Rehearse and practice situations which cause stress
- Learn practical coping skills. Break a large task into smaller tasks
- Decrease negative self talk: challenge negative thoughts about yourself with alternative neutral or positive thoughts. "My life will never get better" can be transformed into "I may feel hopeless now, but my life will probably get better if I work at it and get some help"
- Learn to feel good about doing a competent or "good enough" job rather than demanding perfection
- Take a break from stressful situations; listen to music, talk to a friend, draw, or spend time with a pet
- Build a network of friends who help you cope in a positive way

Taken from an article (#66 Updated 11/98) written by the American Academy of Child and Adolescent Psychiatry (AACAP) on www.familymanagement.com

Region Updates

Mountainland Region Cont.

Mandi was referred to the program through a counselor at the Alpine Life and Learning Center. She had a 9th grade education. She had previously been diagnosed with Attention Deficit Disorder (ADD) and felt that the ADD led to some of her struggles in school. Mandi was at a post high school level in reading comprehension but she struggled in math.

Mandi began working with the WIA program by taking the formal assessment at the Mountainland Applied Technology College.

After reviewing her assessment results, it was clear that with some hard work she could complete her GED in a

reasonable amount of time. She received tutoring services through the Tutoring Club.

She was dedicated to preparing for the GED and rarely missed a day of tutoring. Mandi passed her GED on her first attempt with above average scores.

She also participated in an internship at Dexter and Dexter law firm, funded by WIA. She learned several work readiness skills that assisted her in obtaining her current job. Her dedication and hard work earned her a job as a data acquisition clerk at a well-regarded company.

Mandi successfully completed a driver's education class funded by WIA to help increase her level of independence. She now commutes to work and other training services as needed.

In addition to her current employment, Mandi plans to attend Utah Valley State College in the summer of 2006. She is interested in pursuing a career as a zoologist. Purchasing her own car was as exciting as her new-found independence.

Life is full of challenges. While many would feel hindered by such challenges, Mandi chooses to view them as opportunities to learn and grow. Her struggles shape her into the resilient person she is today. Mandi sets an example for everyone; with persistence and hard work anything is possible. Congratulations Mandi!



REGION SPOTLIGHT

CENTRAL REGION

Providing Business Experience in a "Rural" Community

The Salt Lake County Youth EmployAbility Services (YES) Program conducted a Micro Corp. Training event in Tooele in November, 2005. Twenty-one youth involved in the class learned the basic structure of a corporation and developed opportunities for entrepreneurial ideas.

Youth were shown the need for proper money handling as well as basic cash handling procedures. Youth developed their own franchise operations utilizing current business practices. They were able to manufacture several craft items and sell them to family and friends on Market Day.

On Market Day 'money' was provided to the customers so they could purchase the products of the differ-

ent franchises. Customers could not purchase items from all the franchises as a limit had been set. For example, there were four franchises and the two highest priced items equaled \$40.00; each customer was given only \$50.00 to spend.

This encouraged competition among the franchise owners forcing them to strategize methods to sell and make a profit. The youth learned the value of advertising, teamwork, personnel, and management relationships.



Youth participate in Market Day.



PRICING		
Ceo	1000	800
T	700	500
A	500	550
F	500	400
E	400	400



**Presently
two Utah
industries are
considered
high-growth;
healthcare
and
construction.**

CENTRAL REGION Cont.

YES Promotes High Growth Industries with Their Participants

Youth EmployAbility Services is committed to addressing the employment needs of Utah's high-growth industries. DWS defines high-growth industries as those industries that are the fastest growing and pay the highest wages.

Presently two industries in Utah are considered high-growth; healthcare and construction. In these industries, new employees can expect an entry-level wage that is at or above the Utah self-sufficiency standard for living independently. Moreover, these industries provide career pathways that lead to higher paying occupations.

YES case managers work closely with the program's education liaison and the job developer to combine occupational training programs with job placement in high-growth industries. Youth are encouraged to enter employment in a high-growth industry and to receive postsecondary training to enhance their employability.

For youth interested in health care careers, our new interactive Health Careers Workshop provides participants with hands-on activities that highlight occupations such as surgi-

cal technician, occupational therapy, physical therapy, radiological technology and laboratory technician careers, and more. In addition, youth learn about career pathways available from entry-level positions and are encouraged to map out their own career pathway.

Youth can job shadow through IHC hospitals, the University of Utah Hospital, and independent health-care providers. Job shadows can be from two to 40 hours in length, and provide participants with first hand observations of an occupation.

YES staff actively promote the construction trades as a pathway to career success. Youth 18 years and older interested in a construction trade are referred to Scott Stewart, the Director of Apprenticeship Training for the Associated General Contractors-Utah.

Scott meets with each youth to ascertain their work experience and occupational interest. Scott has many connections in the commercial contractor industry and is familiar with apprenticeship training programs. He matches a youth's occupational interest with a contractor and then informs the youth about apprenticeship training. Scott also holds monthly job shadow events for youth interested in but not yet committed to a career in construction.

Region Updates

Northern Region Cont.

programs. Brent Welsh continues to work full-time on the WIA Youth Program in Logan, and Vicki Fenton works part-time serving the youth in the Box Elder County area.

Outstanding Youth

Kalleo W. came into the WIA youth program in July of 2004. She had numerous barriers preventing her from earning her GED and obtaining employment that would allow her to be self-sufficient. She had not completed high school, was basic skills deficient, and a single parent as well.

Kalleo had only minimum work experience in fast food and telemarketing. Being a single parent and having almost no family support, she was a perfect fit for the WIA program. Kalleo enrolled in the program and worked hard to achieve her goals. She now has her GED certificate and completed an internship working for a trucking company as a front desk clerk.

After her internship, the company was more than anxious to hire her as a full-time permanent employee due to her great organizational skills, dependability, and willingness to learn quickly.

Kalleo is still working full-time at this company and considering further

training at the ATC. She is well on her way towards her goal of self-sufficiency.

Caitlin is a single mother of one. She contacted DWS because she wanted to earn her high school diploma. Caitlin attended private school in the past but was unable to receive her diploma because the school was not accredited.

She was enrolled in the WIA Youth program in June and by the end of November she had completed all required credits to obtain her high school diploma. She will begin school at the ATC in January. Her goal is to complete the Medical Secretary program. Caitlin is also considering an internship in this field to gain hands-on experience in a medical office setting.

Mountainland Region – Outstanding Youth

Mandi B. was presented our "Outstanding Youth Award" because she models outstanding youth characteristics. Mandi is an intelligent, self-motivated and a hard working youth. When she applied for services, she was struggling with challenges and was unsure about the direction of her future. With the assistance of WIA, she accomplished many of her education and employment goals.



Region Updates



Western Region Cont.

To determine the best incentive policy for youth who achieve goals, we conducted a survey to find what motivates them and what they expect in rewards. Each office in the region completed surveys.

Most youth said they were motivated by knowing they were doing something useful and that the best reward was immediate feedback, being told they did well or given a pat on the back, and just knowing they had achieved something. This confirmed what we had learned about Generation Y in the summit. It also gives us a challenge to design a youth program in our region that will keep the kids interested and involved and give them immediate feedback.

Each center is implementing the ideas in their offices. The group came up with exciting ideas on how to work with the schools and agencies that deal with out-of-school youth.

Some of the tasks will need to be tackled by the Training Coordination Committee (TCC) such as changing the Incentive Policy. In each monthly meeting, the TCC will discuss efforts in each office to achieve region goals and to share ideas.

It was a great day and we have some great ideas to make our WIA Youth program better. The group decided

they would like to do something like this on a yearly basis.

Outstanding Youth

Kaylee C. was placed at a physical therapy site for a summer work experience. She enjoyed her time there and the physical therapy office had a lot of praise for her. She is now attending Southern Utah University and plans to major in biology and then attend the University of Utah in physical therapy. She is doing well in school and has placed herself in a position to be successful in the future.

Northern Region

Things have been busy in the Bear River Region. At our last Regional Youth Council Meeting we invited Kami Wood, our area participant for the panel discussion at the Council of Councils, to share her story with council members who were not in attendance. She was recognized and thanked for her participation in this activity.

Another DWS staff member was added to the youth program in the Cache County area. Heather Bateman will now work part-time as an employment counselor for those receiving WIA Youth services. She will also continue to spend part of her time assisting customers enrolled in other

In the past YES partnered with Youth Build to provide paid internships in a home construction project. Should Youth Build be funded again this year, YES will continue with this partnership.

Community Partner helps YES Youth Apply for Financial Aid

Applying for financial aid can be a confusing and intimidating process. Yet all WIA eligible youth are required to apply for PELL grants. Salt Lake Community College (SLCC) presented three Free Application for Federal Student Aid (FAFSA) workshops during the month of December.

SLCC's financial aid office first provided valuable training to the YES case managers and staff. This training increased case managers knowledge of financial aid and helped prepare them to better serve their clients' educational needs. SLCC also provided two additional workshops specifically geared toward YES participants at both our Salt Lake and Tooele offices.

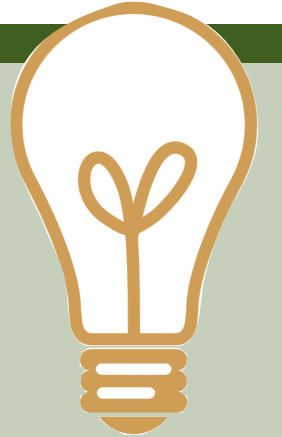
During these workshops, YES participants were given the opportunity to begin the process of applying for college financial aid. YES participants were instructed on how to complete the FAFSA and where to receive assistance with financial aid. SLCC committed to return in February to assist youth in applying for aid for Fall 2006.

Outstanding Youth

Jolin C. joined the YES program in February at age 18. She immediately got involved by joining the Student Involvement (SI) Council and registering for the Medical Assistant Course at the Salt Lake/Tooele Applied Technology College. She has been attending school for 10 months and should finish the Medical Assistant program soon. Jolin attended many workshops and now helps facilitate the Health Careers Workshop, earning more than 50 hours of leadership.

After four months of serving on the SI council she was elected President and has done a tremendous job. This summer she participated in the Summer Academic Enrichment program never missing a day. She improved both her reading and math skills. Jolin always has a positive attitude and is quite dependable. She is motivated and will be very successful in life.

Spring D., a high school dropout, entered the YES program in May of 2004. When she entered the program, she was pregnant, unemployed, and lacked basic skills. She had a very limited work history in the fast food industry. Spring met with our tutor three times a week for almost a year to obtain her GED. When she was placed on bed rest for her pregnancy, she took home math packets so that she could continue



Spring D.



CENTRAL REGION Cont.

studying. While in the YES program, Spring raised her reading grade level from a 7.4 to an 8.3. She also raised her math grade level from a 5.1 to a 7.3. She successfully obtained her GED in June 2005.

Spring then attended the CNA class through the American Red Cross and passed her CNA certification in August 2005. She is currently employed with United Cerebral Palsy as a Home Health Aide. She has also recently applied to SLCC and plans on attending the Surgical Technician program in January 2006.

Kite A. is strongly committed to his family and is passionate about obtaining an education to support them. Kite is goal orientated and accomplishes many goals. Kite was born in Tonga, and moved to the U.S. while in high school.

Kite began his college studies but had to leave after one semester when his wife became pregnant. He had to work full-time to support his family. Kite entered the YES Program to pursue an AA Degree in Criminology. His dream is to pursue a career as a probation officer. Through the YES Program, Kite was able to complete his AA Degree. Kite went to school full-time and worked part-time while participating in the YES Program. He is the first client in the YES Program

to obtain an AA Degree.

Next Kite set out to obtain his Bachelors Degree in Sociology. His YES funding was depleted, but he was determined. Kite, who had played high school football, walked on the field at the University of Utah for try-outs, made the team, and was awarded a full scholarship. Kite plays defensive tackle, and was a key player in the Fiesta Bowl win. He will graduate with his Bachelors Degree Spring 2006.

Felecia B. was initially enrolled in the YES program when she was a high school junior. She was behind on her credits, but determined to graduate. She was attending Granite High School and faithfully stayed after the regular school day to make up credits. Then, just a few months before graduation, she and her siblings were sent to live with her father in Las Vegas.

She moved with her family but returned several months later. Felecia enrolled in the Horizonte School to complete her credits that she was unable to finish. Felecia earned her diploma and completed an internship at Neighborhood House Day Care. She was then employed as a day care worker. Felecia loves working with children and aspires to one day become an elementary teacher.



Kite A.



Felecia B.

Jesi W. has been participating in the YES program since December of 2004. Upon obtaining her GED in January, she was interested in pursuing a career in the pharmacy field. However, after carefully researching her career interests and goals, she decided to pursue the occupation of an office clerk. Jesi is currently participating in the YES Program Office Internship Program and learning office clerk skills while raising her nine-month old daughter.

Adrijana C. was born and raised in Bosnia. She moved to the U.S. in 1999 to pursue her goal of working in the information technology field. Adrijana has been a YES participant since December 2004. She is presently participating in the YES Program Office Internship Program and learning fundamental office clerk skills while attending SLCC's English-as-a-Second Language program.

Region Updates

Western Region

Western Region held a Youth Summit in November for case managers who work with youth, their supervisors and managers. The goal of the summit was to become familiar with the differences in the generations and how to work with today's Generation Y youth.

It was discovered that Generation Y is an optimistic generation that has a short attention span and needs immediate feedback. They are also used to being busy all the time and are very technology savvy. They need to be kept involved and interested and need to have something going all the time.

Generation Y'ers thrive on challenging work and relish responsibility. It was interesting to learn that some of the older generations have such opposite characteristics and that they

are usually the generation designing the youth programs. We want to get the youth excited about the WIA



youth program, so we brainstormed several topics. The areas of focus are: 1) a better connection with education to help us achieve the basic skills goals for the youth; 2) better recruitment of out of school youth; and 3) our region incentive policy.

